The following services are currently available from CCTC Staff. Reach out to Laura Farrell at laura.farrell@dhhs.nc.gov with or any questions or requests.

- **COVID-19 Case Patient Phone Outreach (Remote Only)**
  - Informational Calls (no case interviews or contact tracing) to case patients based on the following chart

Priority	Population	Time from specimen collection to case review	Action
1	Case patients aged 65 years or older	Up to 5 days ('last in, first out')	Informational phone call to provide isolation information and links to treatment and resource info; no case investigation interview nor contact tracing
2	Case patients whose CCTO record indicates their text was not delivered		
3	Case patients in populations most likely to have resource needs; populations defined by geography (zip or address) based on SVI index		

- **Data Entry and Management Services (Remote Only)**
  - NC COVID Workflow Management (this service is being discontinued as of June 16, 2023).
  - NC COVID Outbreak Linking Support
  - Other Electronic Data Entry and Management Support

- **Isolation Letter Writing for Case Patients**

- **Non-Clinical Vaccine Support (Onsite or Remote)**
  - May include answering a vaccine phone line, scheduling appointments, checking in patients, or providing other types of administrative support related to vaccines. Requests for this support will be approved on a case-by-case basis.

- **Support for Non-COVID Diseases (Remote Only)**
  - Including but not limited to traveler outreach, case investigation/contact tracing, data entry and management. Requests for LHD level support for non-COVID diseases will be approved on a case-by-case basis.

Automatic outreach will continue to all case patients in NC COVID by text and email; the messages include information about isolation and linkage to vaccination, treatment, and resources.